

DEPARTMENT HEADS AND DIVISION CHIEFS

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PROMOTIONAL / EMPLOYMENT OPPORTUNITY

Vacancy No.: 347-4

Title of Position: Billing Specialist **AMENDED QUANTITY & EXTENDED DEADLINE**

Vacancies exist in the Warwick Sewer Authority. (2 vacancies)

Salary Range: \$17.51 - \$22.27 per hour/35 hours per week

Date Posted: January 20, 2016

Deadline for Applying: ~~February 2, 2016~~ **DEADLINE HAS BEEN EXTENDED:
TO: February 9, 2016**

Remarks: This is a Classified/Bargaining Unit Position.

Examination Weight: 60% Written/40% Oral

Statement of Duties: Under the general supervision of the WSA Finance & Customer Service Manager performs technical work relating to the Warwick Sewer Authority's sewer usage and assessment records. Provides clerical and receptionist assistance within the WSA. Duties include being responsible for the work involved in the sewer usage, sewer assessment and other WSA billing; billing on fee-related programs; acting as a customer service representative and receptionist for the WSA administrative and billing offices; providing clerical support services; receiving and responding to incoming telephone and written customer account inquiries by telephone and/or letter; initiating telephone callbacks to answer customer inquiries or requests for information concerning pending or completed transactions utilizing customer account records; inputting, analyzing and verifying customer inquiries using networked personal computer and research hard copy data records when necessary; doing sewer assessment and billing account maintenance and adjustments to correct information on customer account records; maintaining current WSA assessment and billing records; performing data entry in a computer database or other form of record retrieval and maintenance; working with customers in-person and on the telephone; maintaining a high level of composure and judgment when working under tense or pressure situations that may be encountered in handling customer complaints; promoting a good public image for the Warwick Sewer Authority via all customer contact; working closely with all members of the general public, including contractors, engineers, real estate professionals and attorneys, etc; completing administrative tasks associated with the above examples of work as well as those normally found in an administrative office; maintaining records of changes in ownership, working closely with title companies in real estate closings for current, adjusted, and final usage assessment bills; operating copy and fax machines and other office equipment; and performing related work as required.

Education & Experience: Such as may have been gained through graduation from a standard high school with one to three years related work experience and/or training; or any equivalent combination of education and experience. A working knowledge of and experience with administrative and clerical practices. Experience, knowledge and skills in the use of computers, (of particular value would be the use of Word and Excel or similar word processing and spreadsheet software programs)

T.D.D. 739-9150 Telecommunications Device for the Deaf

THE CITY OF WARWICK IS AN EQUAL OPPORTUNITY EMPLOYER